

End User Operations & Technology Fund

Non-Departmental

Fund Purpose/ Summary

Fund Purpose

The End User Operations & Technology Fund is an Internal Service Fund established to (1) finance the common technology infrastructure for County users; (2) finance the replacement of office copiers; & (3) administer the records management and mail services needs of county departments. **The 2006 budget year combines two previously separately stated funds, the End User Operations & Technology Fund & the Records Management Fund, into one fund.**

The technology infrastructure is managed on a total cost of ownership basis, and is designed to identify the services provided and resources required by the Information Technology Division to support automation in the user departments. This support includes replacement and maintenance of personal computers and printers, software licensing and support, help desk and training, maintenance of County network hardware and software, backup and recovery functions and other costs related to making technology available to users. The costs incurred are charged back to the user departments based on the number of workstations and an assessment of the level of support needed.

	2004	2005 Adopted	2005	2006	Change From 2005 Adopted Budget	
	Actual	Budget	Estimate	Budget	\$	%
Financial Summary						
Personnel Costs	\$1,345,086	\$1,400,002	\$1,358,275	\$1,608,922	\$208,920	14.9%
Operating Expenses	\$3,069,745	\$2,982,101	\$2,895,437	\$3,267,304	\$285,203	9.6%
Interdept. Charges	\$89,148	\$85,920	\$74,546	\$83,053	(\$2,867)	-3.3%
Fixed Assets (a) (memo)	\$377,853	\$522,558	\$539,969	\$428,087	(\$94,471)	-18.1%
Total Expenditures (a)	\$4,503,979	\$4,468,023	\$4,328,258	\$4,959,279	\$491,256	11.0%
General Government	\$0	\$0	\$0	\$0	\$0	N/A
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$133,094	\$65,000	\$171,754	\$65,000	\$0	0.0%
Interdepartmental (b)	\$3,807,764	\$3,658,878	\$3,322,633	\$3,692,457	\$33,579	0.9%
Other Revenue	\$46,240	\$0	\$400	\$0	\$0	N/A
Appr. Fund Balance	\$432,757	\$444,309	\$591,641	\$996,343	\$552,034	124.2%
Total Revenues	\$4,419,855	\$4,168,187	\$4,086,428	\$4,753,800	\$585,613	14.0%
Tax Levy (c)	\$599,000	\$299,836	\$299,836	\$269,836	(\$30,000)	-10.0%
Operating Inc./(Loss)	\$514,876	-	\$58,006	\$64,357	\$64,357	

Position Summary (FTE)

Regular Positions	17.00	17.00	17.00	19.00	2.00
Extra Help	9.32	10.86	10.86	10.64	(0.22)
Overtime	0.10	0.20	0.20	0.12	(0.08)
Total	26.42	28.06	28.06	29.76	1.70

- (a) Total expenditures and net operating income exclude fixed assets to conform with financial accounting standards. Fixed asset purchases in the department operating request will be funded by operating revenues, tax levy and General Fund balance.
- (b) Interdepartmental revenues related to the total cost of ownership charges are being phased in over time to departmental users that may be funded by a combination of revenue sources including tax levy.
- (c) Tax levy within the End User Operations & Technology program provides initial funding of the plan for the difference between expenditures and revenues.

Department Strategic Objectives

Manage Resources With Fiscal Prudence

1. Reorganize Records Management to align imaging / microfilming / records storage services with the DOA-Business office and technology services with Dept. of Administration – Information Technology (DOA-IT) division by transferring Records Management technical staff to DOA-IT division in order to coordinate all records management and data management technology efforts.
2. Work cooperatively with our internal customer departments to ensure their conformance with their established record retention schedule(s) and to select/utilize the storage medium (imaging, microfilming, box storage) that is most cost effective and efficient to meet their business needs/objectives and is supported by formal protocols which will require customer sign-off (1st Quarter 2006). Based on the customer department's projected current and future usage develop/implement a new rate structure that more accurately reflects the cost of each activity and the proper recovery of records management operating costs (1st-2nd Quarter 2006).

Innovate and Seek Continuous Quality Improvement

1. With the assistance of an outside consultant, streamline the records audit process and revise the retention schedules as required. During this process, develop new audit schedules to complete audits in every county department on a two year cycle (half the departments one year, the other half the next). Develop a program to manage the entire lifecycle of electronic records (i.e. creation, storage, retrieval, retention, disposition). (throughout 2006)

Retain and Develop a High Quality Workforce

1. Promote and encourage staff participation in educational programs related to the broad field of Document Management and assist the County to move in that direction. (Throughout 2006)

Major Departmental Strategic Achievements from 7/01/04 to 6/30/05

Provide Comprehensive Customer Service

1. An imaging study group, comprised of customer departments' representatives and Finance and Records Management staff, was organized to recommend methods to improve inter-departmental communications, and address cost methodology concerns regarding inter-departmental charges for microfilming and imaging.
2. During the entire year of 2004, over 2.2 million pages of records were microfilmed and/or scanned (digitized). That's the equivalent of approximately 220 four-drawer file cabinets. These services were provided to the Register of Deed's, Sheriff's, District Attorney's, Parks & Land Use, Clerk of Courts, Probate, Juvenile, Public Works – Facilities, Veteran's, Department of Administration's (Finance-accounts payable), Corporation Counsel's (Child Support) and the County Clerk's Departments.
3. A Help-Desk Request for Proposal was completed and the new contract was signed and activated in April of 2005, resulting in lower County costs and expanded services to include the County dispatch and municipal users of the Spillman computer aided dispatch related system modules.

Retain and Develop a High Quality Workforce

1. A Mail Workshop was organized and held in May. Attendees completed a Questionnaire relative to the workshop and the satisfaction level of the County's overall mail operations. On a scale of 1 – 4, with 4 being the highest rating, the average for the overall operational rating was 3.6 for mail services and the workshop was deemed to have been a valuable training tool.
2. Continually promoting staff participation in appropriate local and national seminars and workshops directly related to the divisional functions and/or objectives. During the latter part of 2004 and early this year, Records Management staff has concentrated on sessions primarily related to E-records Management and/or Document Management.

Manage Resources With Fiscal Prudence

1. Successfully transitioned from an in-house print coordinator process to a pre-qualified multiple "preferred" vendor concept effective 1/1/05. An evaluation committee of the county's largest print users selected the vendors in accordance with the Request for Proposal process. Subsequent to the selection, multiple training sessions were held for departmental printing order and approval personnel, written "how to" instructions were provided, as well as, placed on the County's intranet for easy reference.
2. Retained the color copy, and converted it to a self-serve copier for internal departmental customers, thus reducing costs typically charged by print vendors for this same service. Conducted an in-house workshop to train users on the operation of the color copier. Will retain the color copier for its life, but will probably not replace it due to expenses exceeding revenues if copier replacement costs are added to the budget.
3. Continually promoting web-enabled imaging applications to existing and new imaging customers (user departments) that could generate additional revenues and save County staff time. The Register of Deeds imaging applications has been Web enabled. To date, it's being used on the County intranet, but will be open for the internet as soon as the Register of Deeds deems it feasible.
4. Proposed functional changes in the Mail Operation that would reduce the contracted on-site mail person's time and save the County approximately \$8,000 annually. This change is reflected in this 2006 budget, and will be implemented as of the first of the year.
5. The pilot for the "thin client" deployment was the Sheriff's Jail department. This pilot was successful and full deployment of the solution has begun and will be incorporated into the new jail facility as it opens for use.
6. An analysis of the Star Office Suite has determined that, even after its latest upgrade, does not address the need to be able to support the Forms component of Microsoft Word. Since several state agencies require the submittal of information using Microsoft Word Forms, the incorporation of Star Office as a replacement for the Microsoft Office Suite cannot proceed. We will evaluate any further upgrades to alternative packages over the next 8 months.
7. Notification that the County's request for funding, as part of the UASI Homeland Security Grant for 2005, has been approved by the State of Wisconsin's OJA and forwarded to the Federal Homeland Security Department for action was just received. It is anticipated that the grant will be approved in total within months. The County will be able to use Grant funding to offset the cost of migrating the Sheriff to the full MDC environment.

Innovate and Seek Continuous Quality Improvement

1. Expanded information access for County employees, and in some instances the general public, by transferring the County's electronic document imaging applications from a client-server to a Web-based environment. To-date, this has been accomplished for Sheriff's Incident Reports, Accident Reports and Jail Registers, Clerk of Courts case indexes, Probate indexes and case files, Juvenile Court indexes and Register of Deeds land records. Later in 2005, web enabling will be expanded to the District Attorney's case files.
2. Developed and implemented imaging applications for: one of kind County facility drawings for Public Works Facilities Division; an application for Sheriff's Accident Reports; and, another for Register of Deeds Plats of Survey.
3. Revised all of the Records Management forms used by internal county customers and placed them on the County's intra-net for ease of access, and providing the ability for ecommunication and transmission. In conjunction with this improvement, conducted a workshop on which forms to use, when they should be used, and how to properly fill them out.

End User Technology

Program Description

This program provides for the financing of computer equipment repairs, maintenance, countywide software upgrades and replacements, internet and personal computer help desk support, and information systems infrastructure. These costs are charged to user departments under a Total Cost of Ownership concept.

	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Staffing (FTE) *	17.10	17.30	17.30	19.62	2.32
Personnel Costs	\$815,366	\$877,482	\$842,982	\$1,064,646	\$187,164
Operating Expenses	\$1,995,433	\$2,164,601	\$2,141,422	\$2,536,925	\$372,324
Interdept. Charges	\$5,461	\$10,047	\$6,536	\$6,751	(\$3,296)
Fixed Assets (Memo) (a)	\$377,853	\$500,500	\$500,500	\$400,500	(\$100,000)
Total Expenditures (a)	\$2,816,260	\$3,052,130	\$2,990,940	\$3,608,322	\$556,192
General Government	\$0	\$0	\$0	\$0	\$0
Interdepartmental (b)	\$2,142,565	\$2,332,294	\$2,332,294	\$2,631,953	\$299,659
Other Revenue	\$47,294	\$0	\$400	\$0	\$0
Appr. Fund Balance	\$432,757	\$420,000	\$567,332	\$706,533	\$286,533
Total Revenues	\$2,622,616	\$2,752,294	\$2,900,026	\$3,338,486	\$586,192
Tax Levy (c)	\$599,000	\$299,836	\$299,836	\$269,836	(\$30,000)
Operating Income/(Loss)	\$405,356	-	\$208,922	-	-

* The staffing allocation reflected here for 2006 includes 2.00 FTE positions whose budget costs are reflected in the Personnel Costs for Microfilming & Imaging / Records Management program. Budgeting in this manner avoids an interdepartmental charge between programs in the same internal service fund.

- (a) Total expenditures and net operating income exclude fixed assets to conform to financial accounting standards. Fixed asset purchases in the departments operating request will be funded by operating revenues and fund balance.
- (b) Interdepartmental revenues related to the total cost of ownership charges are being phased in over time to departmental users, which may be funded by a combination of revenue sources including tax levy.
- (c) Tax levy within the End User Technology program provides initial funding of the plan.



Program Highlights

Personnel costs increase for the transfer, as of 01/01/06, of 1.00 FTE Solution Administrator position from the Administration budget with a cost of \$107,300 and the transfer of 2.00 FTE Principal Info. Systems Professional positions (1.00 FTE from Human Services; 1.00 FTE from Public Works) as of 07/01/06, for a 1.00 FTE increase and \$92,700 cost. Temporary Extra Help increases 0.32 FTE with a cost of \$11,700 based on increased use of temporary staff.

Operating Expenses for 2006 include personal computer / peripheral acquisition costs of \$376,700; software acquisition costs of \$149,700 (an increase of \$68,700); software support costs of \$501,800 (an increase of \$95,300); hardware maintenance costs of \$412,700 (an increase of \$79,200); training / tuition costs of \$57,500 (an increase of \$35,000); depreciation of fixed assets costs of \$364,200 (an increase of \$72,000); and contracted services costs of \$664,600 (an increase of \$19,700)

EUOTF fund balance is budgeted to offset operational costs.



Activity The plan is scheduled to replace 323 PC's (including laptops) and 25 peripherals (printers, scanners, etc.) in 2006. The plan currently supports 1,240 personal workstations and laptop computers.

05 - 06

Year	1999	2000	2001	2002	2003	2004	2005	2006	Incr./(Decr.)
PC	118	173	333	311	340	238	341	323	(18)
Peripherals	44	10	17	40	20	15	20	25	5

Microfilm and Imaging/Records Management

Program Description

Microfilm/Imaging is responsible for the microfilming and imaging of County records. Activities include: receipt, file preparation, microfilming/scanning, chemical processing microfilm/optical disk duplication, inspection quality control, hardcopy records destruction, microfilm distribution, invoicing, retention and preservation of the processed microfilm/optical disks. Timely and effective customer service is provided to the general public and County agencies.

Records Management is responsible for conducting records inventories and follow-up review, analyzing the resulting findings, creating and obtaining approval of records retention schedules, auditing records retention schedules, maintaining records in the County Records Center, records retrieval, records destruction, and maintaining the County's Vital Records in conjunction with the County's approved record retention schedules.

	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Staffing (FTE)	10.53	10.56	10.56	9.99	(0.57)
Personnel Costs	\$507,975	\$511,583	\$504,433	\$532,930	\$21,347
Operating Expenses	\$249,231	\$259,633	\$253,175	\$245,728	(\$13,905)
Interdept. Charges	\$57,160	\$57,772	\$56,888	\$65,265	\$7,493
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$814,366	\$828,988	\$814,496	\$843,923	\$14,935
General Government	\$0	\$0	\$0	\$0	\$0
Fine/Licenses	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$126,987	\$65,000	\$171,754	\$65,000	\$0
Interdepartmental	\$781,705	\$763,988	\$454,738	\$489,113	(\$274,875)
Other Revenue	\$373	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$289,810	\$289,810
Total Revenues	\$909,065	\$828,988	\$626,492	\$843,923	\$14,935
Tax Levy	\$0	\$0	\$0	\$0	\$0

Operating Income/(Loss)	\$94,699	-	(\$188,004)	-	-
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Program Highlights

Personnel costs increase of \$21,300 attributed to cost of continuance. The majority of the decrease of \$13,900 in operating expenses is due to a decrease in depreciation expenses and hardware and software maintenance. Interdepartmental charges increase mostly due to End User Technology Fund charges.

Fund Balance is for depreciation of \$78,200 associated with the Electronic Document Management System capital project, which was levy funded and for \$211,600 of potential microfilm/imaging document volume beyond departments funding estimates.

Performance Measure Description

Records Management will continue to improve its microfilming/imaging turnaround times to existing and new customers (user departments) as definitive workflow processes are established.

Performance Measures	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Register of Deed's Documents Turnaround: (Less than 48 business hours)	99.6%	98%	98%	99%	1%

Mail Services / Copier Replacement

Program Description

Mail Services provides prompt sorting and delivery of all incoming and outgoing U.S. Postal Service mail, and outgoing UPS packages to County agencies through public-private partnering. Also provides for the financing of copier equipment replacements in accordance with a replacement plan. Copiers with a unit cost greater than \$5,000 are capitalized when purchased and depreciated over a useful life; Copiers with a unit cost less than \$5,000 are expensed in the year of purchase.

	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Staffing (FTE)	0.35	0.20	0.20	0.15	(0.05)
Personnel Costs	\$21,745	\$10,937	\$10,860	\$11,346	\$409
Operating Expenses	\$825,081	\$557,867	\$500,840	\$484,651	(\$73,216)
Interdept. Charges	\$26,527	\$18,101	\$11,122	\$11,037	(\$7,064)
Fixed Assets	\$27,242	\$22,058	\$39,469	\$27,587	\$5,529
Total Expenditures:	\$873,353	\$586,905	\$522,822	\$507,034	(\$79,871)
General Government	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$6,107	\$0	\$0	\$0	\$0
Interdepartmental	\$883,494	\$562,596	\$535,601	\$571,391	\$8,795
Other Revenue	(\$1,427)	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$24,309	\$24,309	\$0	(\$24,309)
Total Revenues:	\$888,174	\$586,905	\$559,910	\$571,391	(\$15,514)
Tax Levy	\$0	\$0	\$0	\$0	\$0

Operating Income/(Loss)	\$14,821	-	\$37,088	\$64,357	\$64,357
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- a) Total expenditures and net operating income exclude fixed assets to conform to financial accounting standards. Fixed asset purchases in the departments operating request will be funded by operating revenues, tax levy and General Fund balance.
- b) Interdepartmental revenues are replacement and maintenance cost chargebacks to departmental users that may be funded by a combination of revenue sources including tax levy.
- c) Fund Balance use in 2005 reflects End User Operations & Technology Fund balance used to offset greater copier purchase costs.



Program Highlights

Personnel Cost increase is mainly from the cost to continue existing wages and benefits.

Operating Expenses include costs for postage of \$364,200; the purchase of 8 replacement copiers for a total cost of \$24,900 (a decrease of 13 copiers and \$59,900 from 2005); depreciation expenses of \$44,500 (a decrease of \$900 from 2005), and contracted services of \$49,500 (a decrease of \$7,100).

Inter-departmental charges are reduced by \$7,100 due to a reduction in the copier replacement charges for a new color copier

Fixed assets costs (for copiers with unit costs over \$5,000) are \$27,600 in 2006 for the replacement purchase of 4 copiers, the same number as 2005.

Interdepartmental revenues increase due to an anticipated increase in postage rates.

Performance Measure Description

The Customer Satisfaction rating is based on a scale of 1-4, with 4 representing the highest rating. The second measure represents the percentage of copiers being replaced per year.



	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Performance Measures					
Customer Satisfaction Rating for Mail Operation	NA	3.7	3.6	NA (a)	NA
Percent of Copiers Replaced	18%	34%	34%	16%	(18%)

(a) Conduct mail workshop and satisfaction survey every other year – next one will be in 2007

Activity



Copier Purchases

	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Total Number of Units in Plan	74	74	74	74	0
Units Purchased Annually	13	25	26	12	(13)

Activity – Records Management



<u>Output Indicators</u>	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Boxes/Journals Offsite (a,b)	14,958	12,100	14,600	14,500	2,400
Storage Boxes Received (a)	1,217	1,200	1,200	1,200	0
Storage Boxes Destroyed (a)	1,021	800	1,600	1,300	500
Microfilm Reels Offsite (c)	15,326	15,250	15,800	16,300	1,050
Optical Disks Offsite (d)	97	107	107	117	10

- (a) Boxes/Journals will decrease with time as a result of the annual record purges.
 (b) Given the limited space available at the Records Center, it is estimated that the Center could be at capacity within 1 – 2 years.
 (c) Microfilm Reel volumes are directly related to the real estate market.
 (d) Media conversion of Optical Disks to larger capacity will reduce the number of disks, but increase the storage capabilities.

Activity – Microfilm/Imaging



<u>Output Indicators</u>	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Microfilm Reels Created	501	425	510	500	75
Images Converted (Microfilmed & Digitized) (e)	2,212,618	2,000,000	2,100,000	2,000,000	0
CD's Produced (e)	1,202	850	1,025	950	100

- (e) Budgeted figure is directly related to the real estate market.

Activity – Mail Services



<u>Output Indicators</u>	2004 Actual	2005 Budget	2005 Estimate	2006 Budget	Budget Change
Incoming Mail (Bins)	2,498	2,720	2,522	2,500	(220)
Outgoing Mail (Pieces)	877,058	840,000	855,000	840,000	0
Outgoing UPS (Pieces)	464	710	550	550	(160)